

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	16	15	7%
	Admits	1		
	Discharges	1		
	Service Hours	801	807	-1%

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	16	100.0%

Consumer Satisfaction Survey (Based on 10 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Access		100%	80%	88%
✓ Respect		90%	80%	91%
✓ Outcome		90%	80%	83%
✓ Recovery		90%	80%	79%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

Client Demographics

Age	#	%	State Avg
18-25			▼ 13%
26-34			▼ 24%
35-44	5	31%	▲ 20%
45-54	5	31%	21%
55-64	6	38%	▲ 16%
65+			5%

Gender	#	%	State Avg
Male	9	56%	60%
Female	7	44%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	15	94%	▲ 72%
Hispanic-Other	1	6%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			▼ 12%
Unknown			7%

Race	#	%	State Avg
White/Caucasian	11	69%	64%
Black/African American	4	25%	17%
Am. Indian/Native Alaskan	1	6%	1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			▼ 13%
Unknown			4%

Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Next Step Supportive Hsg301551

Thames Valley Council for Comm Action Inc

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	15	7%
Admits	1	-	
Discharges	1	-	
Service Hours	801	807	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	100%	85%	85%	15% ▲

Service Utilization

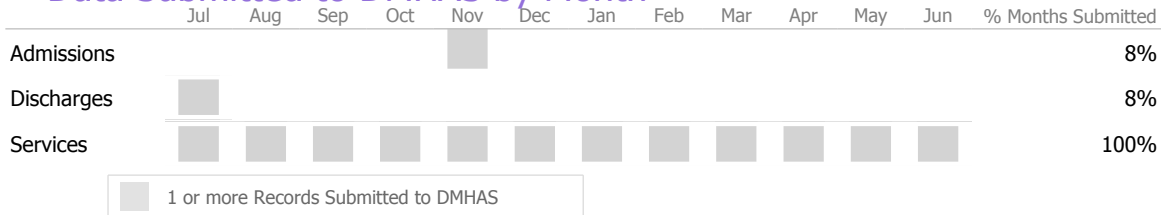
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Supportive Housing – Scattered Site Programs